






**Mayor's Action Center**  
Service Level Attainment Compliance  
January 2011

Service Level Agreement	Target Performance		Current Performance		
Speed to Answer Calls	< :20				
Abandon Rate	< 5%				
Time on Call	< 2:30				
After Call Work	< :40				
Outbound Calls	>= 90% Outbound Call Rate for Service Closure				
Top 5 Service request	Animal (1,556)	Trash (1,089)	Chuckhole (1,009)	Abandoned Vehicle (707)	Zoning Violation (217)